

Patient Centered Access and Continuity

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Outline

- Purpose
- Benefits
- Foundational strategies
 - Measure
 - Patient Experience
 - Third Next Available Appointment
 - Empanelment
- Additional strategies
- Resources

NCQA CONCEPT

PATIENT CENTERED ACCESS & CONTINUITY

Criteria

Core: 7

Elective: 8

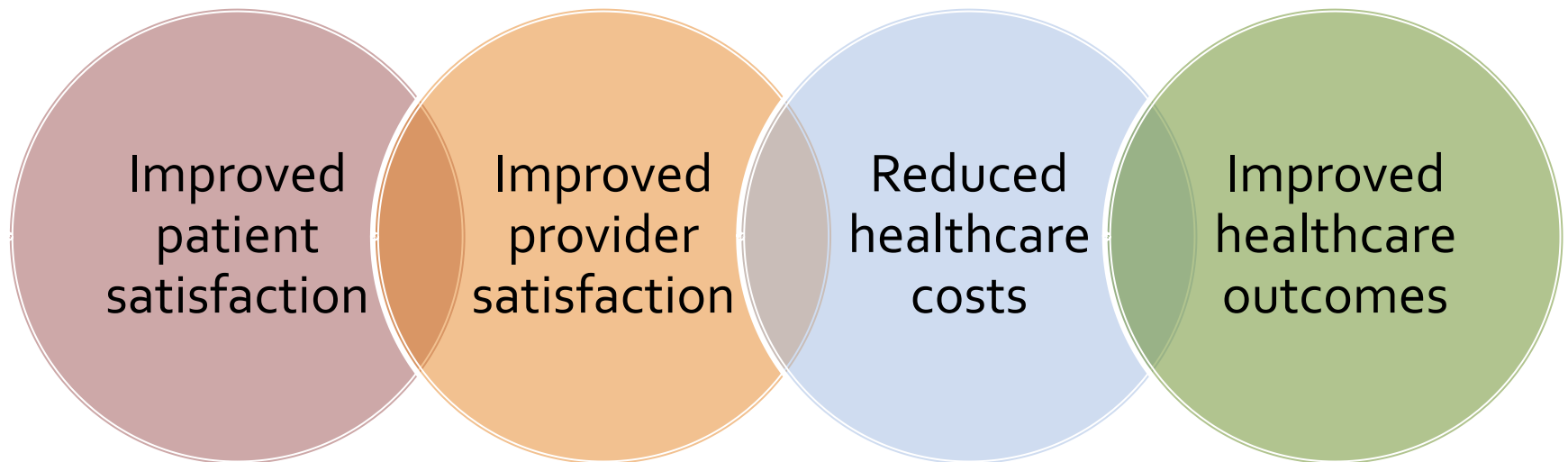
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“The PCMH model expects continuity of care. Patients/families/caregivers have 24/7 access to clinical advice and appropriate care facilitated by their designated clinician/care team and supported by access to their medical record. The practice considers the needs and preferences of the patient population when establishing and updating standards for access.”

The Big Picture

“Helps patients get the care when they need it
and with the provider they prefer.”

Benefits



Key Changes To Enhance Access

- Provide appointments outside normal business hours (AC03)
- Provide same day appointments (AC02)
- Provide timely clinical advice and document advice (AC04, AC05)
- Help patients pick a personal clinician (AC10)
- Monitor percentage of patients visits (AC11)
- Assess your patients (AC01)

Foundational Strategies- First Steps

KNOW YOUR BASELINE

- ☐ Patient satisfaction (AC01)
- ☐ Third next available appointment (TNAA) (AC02, QI03)
 - ☐ Appointment variations
 - ☐ No show rates
- ☐ Panel sizes (AC11/ AC13)
- ☐ Supply and demand ratio (AC13)
- ☐ Provider satisfaction
- ☐ Policies/Procedures
- ☐ Staff schedules

ESTABLISH YOUR TEAM

- ☐ Well organized
- ☐ Top of licensure (TC)
- ☐ Multiplier
- ☐ Increases capacity

AC Competency A

The practice seeks to enhance access by providing appointment and clinical advice based on a patients needs.

1. Patient Needs and Experience

1. Know your patients

(KM):

2. Ask your patients

(AC01, QI04)

- ☐ Appointment availability
- ☐ Appointment types
- ☐ Outside normal hours
- ☐ Wait times
- ☐ Telephone access
- ☐ Transportation



Examples

Please circle how well you think we are doing in the following areas:



GREAT
4



GOOD
3



OK
2



FAIR
1



POOR
0

Ease of Getting Care

Ability to get in to be seen

4

3

2

1

0

The hours the center is open

4

3

2

1

0

The convenience of the center's location

4

3

2

1

0

Prompt return of your calls Circle reason Dental Medical Billing/Info

4

3

2

1

0

Waiting

Time in waiting room

4

3

2

1

0

Time in exam room

4

3

2

1

0

Examples

1. Waiting time after check-in with Patient Registration to receive care: (Please Check)

☐ 1-15 minutes

☐ 15-30 minutes

☐ 30-45 minutes

☐ 45-60 minutes

☐ If more than 1 hour, how long: _____

3. I was able to make an appointment when needed

1	2	3	4	5	N/A
Worst	Bad	Neutral	Good	Best	

2. Third Next Available Appointment (TNNA)

Measure of delay your patients experience in accessing providers for a scheduled appointment.

Why use it?

- Accurate
- Easy to track
- Balance capacity and demand (Q103)
 - Set goals (zero to one day)
 - Know and decide where to improve
 - Increases capacity
 - Creates a plan
 - Same day appointment placement (AC02)

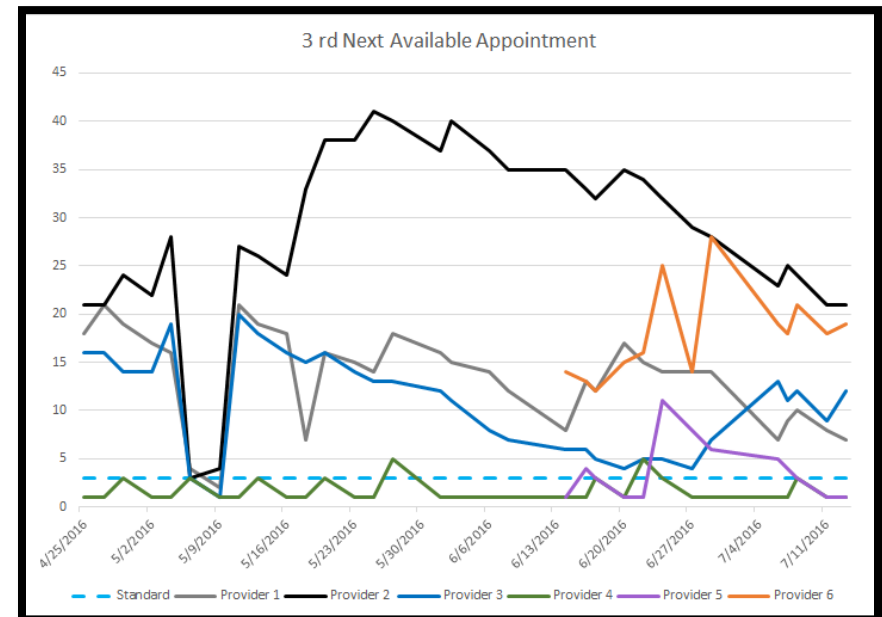


Develop Strategies

- Reduce backlogs
 - Provider overextended
 - Unexpected leave
 - Vacations
 - Expected leave
 - Holidays
 - School (vacations, holidays, breaks)

Examples- 3rd next available

Date	Standard	Provider 1	Provider 2	Provider 3	Provider 4	Provider 5	Provider 6
4/25/2016	3	18	21	16	1		
4/27/2016	3	21	21	16	1		
4/29/2016	3	19	24	14	3		
5/2/2016	3	17	22	14	1		
5/4/2016	3	16	28	19	1		
5/6/2016	3	4	3	3	3		
5/9/2016	3	2	4	1	1		
5/11/2016	3	21	27	20	1		
5/13/2016	3	19	26	18	3		
5/16/2016	3	18	24	16	1		
5/18/2016	3	7	33	15	1		
5/20/2016	3	16	38	16	3		
5/23/2016	3	15	38	14	1		
5/25/2016	3	14	41	13	1		
5/27/2016	3	18	40	13	5		
6/1/2016	3	16	37	12	1		
6/2/2016	3	15	40	11	1		
6/6/2016	3	14	37	8	1		
6/8/2016	3	12	35	7	1		
6/14/2016	3	8	35	6	1	1	14
6/16/2016	3	13	33	6	1	4	13
6/17/2016	3	12	32	5	3	3	12
6/20/2016	3	17	35	4	1	1	15
6/22/2016	3	15	34	5	5	1	16
6/24/2016	3	14	32	5	3	11	25
6/27/2016	3	14	29	4	1	8	14
6/29/2016	3	14	28	7	1	6	28
7/6/2016	3	7	23	13	1	5	19
7/7/2016	3	9	25	11	1	4	18
7/8/2016	3	10	24	12	3	3	21
7/11/2016	3	8	21	9	1	1	18
7/13/2016	3	7	21	12	1	1	19



Providing Clinical Advice

- Communicated
- Timely (AC04)
 - Set by the practice
- Documented (AC05)
 - During office hours
 - After office hours



Other Methods to Enhance Access

- Provide alternative appointments (AC06)
 - Group visits
 - Scheduled telephone calls
- Secure electronic patient portal (AC07, AC08)
 - 2 way communication
 - View their records
- Assess health disparities (AC09)

AC Competency B

Practices support continuity through empanelment and systematic access to the patient's medical record.

3. Empanelment

- Provider panels (AC11)
- Ensure continuity
 - Pick a provider and care team (AC10)
 - Clinical information available to others (AC12)
- Balance
 - Review and manage panels (AC13)
 - Review and reconcile panels with external health plans (AC14)



Examples

Family Medicine
Yawkey Ambulatory Care Center - 3rd Floor
[Redacted]
617-[Redacted]
Office Hours: 8:00am-5:00pm Mon-Fri.
Extended hours Monday & Thursday until 8:00pm
Urgent medical advice is available 24 hours a day/7 days a week by
calling the number above to reach an on-call physician.

[Redacted] Your Family Medicine
Care Team is:

Team FIRE

Brian Ponti, MD Joanne Wilkinson, MD Jeff Markuns, MD
Alysa Veldis, NP Amanda Breneman, NP

Appointment Date and Time: _____

[Redacted] Your Family Medicine
Care Team is:

Team AIR

Kevitha Gazula, MD Christine Pecci, MD Huong Tran, MD
John Wiecha, MD Johanne Joudy, NP

Appointment Date and Time: _____

Don't forget...

- Keep asking your patients
- Foster continuity
- Quality Improvement
 - Workflow assessments
 - Plan, Do, Study, Act (PDSA)
- Engage your staff
 - Share the data

Real Clinic Examples

SAME DAY APPOINTMENT



TIMELY CLINICAL ADVICE



Resources For Your Practice

Enhanced Implementation Guide

<http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-Enhanced-Access.pdf>

Empanelment Implementation Guide

<http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-Empanelment.pdf>

How to find Third Next Available Appointment With Excel

<https://www.youtube.com/watch?v=-gKI-kQhOzg>

Questions



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